

KATHMANDU UNIVERSITY
End Semester Examination [C]
November, 2017

Marks Scored:

Level : B.E.
Year : IV

Course : MGTS 403
Semester : I

Exam Roll No. : Time: 30 mins.

F. M. : 20

Registration No. :

Date NOV 19 2017

SECTION "A"

[20 Q. × 1 = 20 marks]

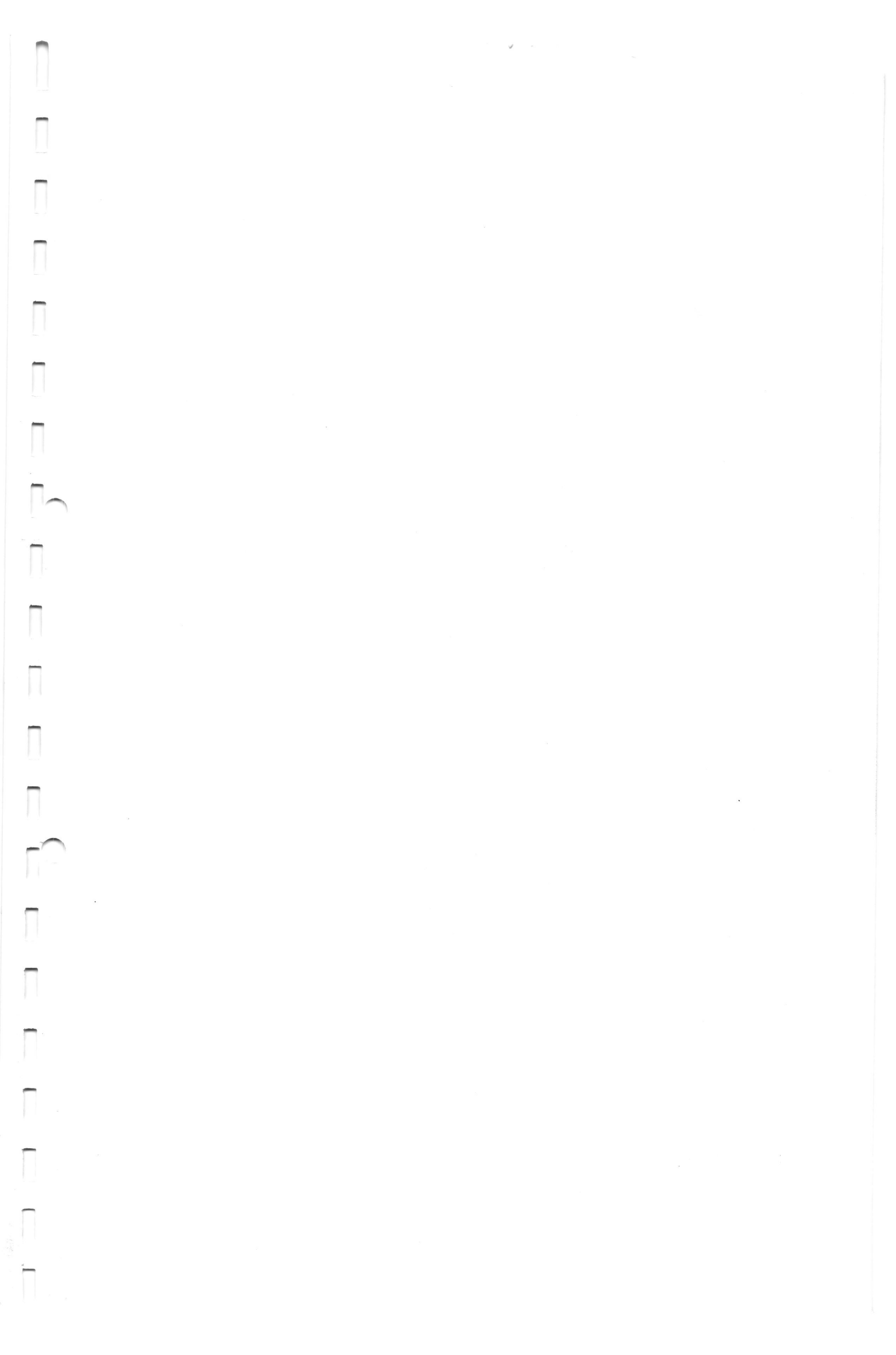
Multiple choice questions. Select the most appropriate choice for the following:

1. Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?
a. Leading b. Management c. Supervision d. Controlling
2. Aasma, a new manager at XYZ Inc. primarily worries about assembling and coordinating the human, financial, physical, and other resources needed to achieve her goals. Which function is Aasma primarily concerned about?
a. Organizing b. Controlling c. Planning d. Leading
3. The degree to which decision making is confined at a single point in an organization is described as _____.
a. Unity of command b. Chain of command
c. Span of management d. Centralization
4. The assignment of new or additional responsibilities to a subordinate is called:
a. Coordination b. Specialization c. Redirection d. Delegation
5. Which of the following statements is NOT true regarding authority and power?
a. Authority is the rights inherent in a managerial position to give orders and expect them to be obeyed.
b. Line authority entitles a manager to direct the work of an employee; staff authority support, assist, and advice the holders of line authority.
c. Power refers to an individual's capacity to influence decisions.
d. Power is part of the larger concept of authority.
6. _____ is the process of making a conscious choice between two or more rational alternatives in order to select the one that will produce the most desirable consequences relative to unwanted consequences.
a. Estimation b. Decision making c. Forecasting d. Evaluation
7. Which of the following statement is true regarding management by objectives?
a. MBO has been widely adopted to translate a particular departmental goals and objectives into specific individual objectives.
b. MBO can (and usually should) be employed between middle-level and first-line managers.
c. MBO include greater commitment and satisfaction on the part of subordinates, enforced planning and prioritizing of future activities on the part of both superiors and subordinates, and a more rational performance evaluation based on contribution to organizational objectives.
d. MBO success is independent of the support of higher management.

8. Which expectancy theory linkage explains the degree to which a student desires a good grade in an examination?
- Expectancy
 - Effort to performance
 - Input to outcome
 - Valence
9. Which of the following statement is true about effective management spans?
- First-line supervisors, who are concerned with their direct subordinates, but not with lower levels, usually have larger spans than do middle managers.
 - Significant increment of administrative costs results from larger spans of control.
 - Effective span of control is solely dependent on the number of subordinates being supervised.
 - Wide span of control are not only expensive but it can increase communication and decision time.
10. Careful screening if sequences for machine operations, inspection of raw materials, and preventive maintenance of machines are all examples of _____
- Feedback control
 - Concurrent control
 - Screening control
 - Feed forward control
11. Which of the following is NOT one of the situational factors thought to influence the relationship between leader behavior and subordinate motivation to perform in the path-goal theory?
- Preferences of the leader
 - Subordinate locus of control
 - Characteristics of the work group
 - Task structure
12. The probability that a system will demonstrate specified performance for a state period of time when operated under specified conditions is called _____
- Reliability
 - Availability
 - Maintainability
 - Producibility
13. Which one of the following technologies provides competitive advantage to an enterprise?
- Base technologies
 - Key technologies
 - Pacing technologies
 - Both a and b
14. A _____ is a bundle of rights to reproduce, derive, distribute, perform, and display an original creative work in a tangible form for the life of the author, plus 70 more years thereafter.
- patent
 - trademark
 - copyright
 - trade secret
15. The three essential considerations in project management are:
- time, cost and performance
 - project schedule, cost, and quality
 - project scope, budget, and performance
 - Both a and b
16. The five phases in project management identified by the Project Management Institute (PMI) include:
- Defining – Planning – Execution – Controlling – Closing
 - Defining – Planning – Execution – Monitoring – Concluding
 - Initiating – Planning – Execution – Monitoring and Controlling – Closing
 - Initiating – Planning – Execution – Controlling and Monitoring – Concluding

NOV 19 2017

17. _____ is a methodical study of all components of a product in order to discover and eliminate unnecessary costs over the product life cycle without interfering with the effectiveness of the product.
- a. Value engineering
 - b. Value management
 - c. Value analysis
 - d. All of the above
18. PERT stands for:
- a. Project Evaluation Review Team
 - b. Project Evaluation Review Technique
 - c. Program Evaluation Revision Terms
 - d. Program Evaluation Revision Technique
19. Which of the following is not one of the methods for dealing with conflict?
- a. Withdrawal
 - b. Locking
 - c. Problem solving
 - d. Confronting
20. _____ asserts that there are moral imperatives that we must obey, regardless of the consequences.
- a. Utilitarian ethics
 - b. Normative ethics
 - c. Deontological ethics
 - d. Both b and c



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SECTION "B"

[7 Q × 5 = 35 marks]

Attempt *ANY SEVEN* questions:

1. Discuss the positive contributions made by Fredrick Taylor and his contemporaries in the scientific management movement.
2. Briefly outline the concept of management by objectives and the steps involved in implementing this technique in organizations.
3. Explain the difference between "optimizing" and "sufficing" in making decisions.
4. What changes in organization structure might you expect as a result of the information revolution?
5. Is it reasonable that managers from backgrounds other than engineering might find delegation easier? Support your conclusion.
6. Provide examples of feedback, concurrent, and feed forward control.
7. Describe the significance of reliability and maintainability in design.
8. Explain the concept and significance of total quality management.
9. Write short notes on: (*ANY TWO*)
 - a. Bathtub curve
 - b. Scope creep
 - c. Human factor engineering

SECTION "C"

[2 Q × 10 = 20 marks]

Attempt the following questions:

10. Compare and contrast motivation and leadership. Describe the specific characteristics of technical professionals and dimensions of technical leadership.
11. As a new vice president for R & D in a high-technology firm, you are concerned about that increasing technical obsolescence of your professional staff. Discuss the actions you might take and the programs you might support to reduce this problem.

OR

Describe the stages in product and technology life cycle. Provide examples.

